SecureVideo Zoom instructions for patients

iPhone and iPad tablets

Welcome to medical care from the comfort of your home. ProHEALTH Care is now able to securely video chat with you, using your iPhone or iPad tablet. You will be able to see and communicate with your healthcare provider.

The instructions below will guide you through the process of preparing your iPhone or iPad tablet for the video visit. Most of the steps only have to be done the very first time you have a video visit.

You will receive a meeting invitation from your healthcare provider via email or by a text message. If this is your first video visit, try entering the video waiting room using the steps below as soon as you receive the invitation in order to make sure that you can figure out how to do it.
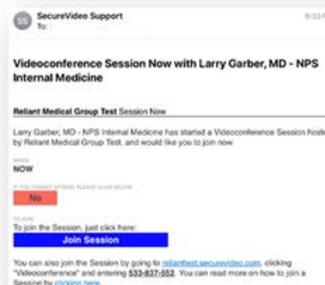
Make sure you are connected to your home's Wi-Fi network. A lot of data is used to download the app and during actual video use. If you have problems, call back the office that you have an appointment with.
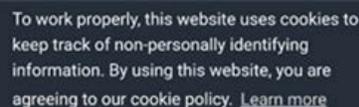
Instructions

1. Click on text message link or "Join Session" button in email.
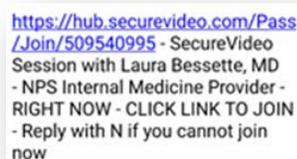

2. This takes you to the invitation on the SecureVideo website. However, if this is your first time doing a video visit, you may see this notice and you should click "Got It".

3. Similarly, if this is your first time, you will be instructed to download and install Zoom by clicking "Download Zoom". If this didn't pop up, scroll a little further down and click "Install Zoom".

4. In the future, if this pops-up again, simply click the "Stop Showing This Message" button.
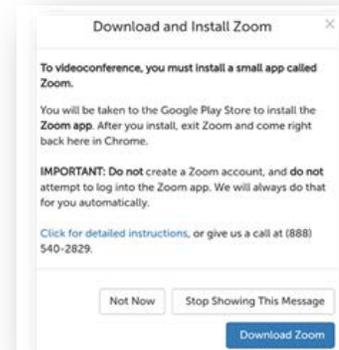

5. If this is your first time, you should click "Get" or "Install" for the Zoom app. Enter your Apple ID Password, if asked, but do not click "Open" when this is done. This step could take a minute or two.

6. If you have used this app in the past, you also have the option to download it again to your phone by bringing it down from the Cloud.

7. Navigate back to your web browser. If you can't find it or it doesn't look like the image to the right, go back to your original text or email invite and click on it again.

8. Click on the "Enter Waiting Room" button. If it says "Safari cannot open the page because the address is invalid" then click OK and click on the "Install Zoom" button. If asked "Open this page in Zoom?" click Open.
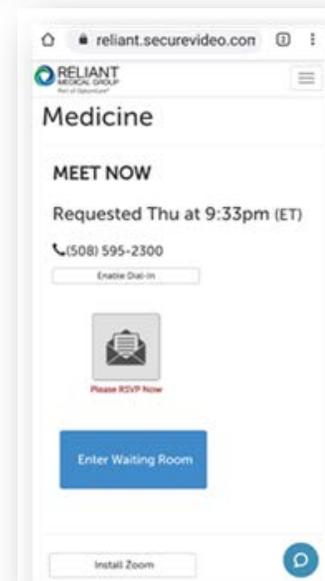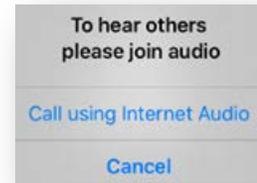
9. Zoom may ask for a series of permissions. You should always click: Got It; Yes; Allow; or OK.
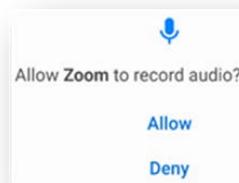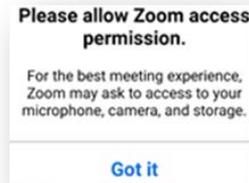
10. If offered, click "Call Using Internet Audio".

11. Now touch the middle of the screen. If you see icons at the top or bottom of the screen that say either "Join Audio" or a red "Unmute" microphone, you need to click the icon to be heard.

12. When clicking the "Join Audio", if you see "Call via Device Audio" when it pops-up then you need to click on that.

    Note: If you see this icon, you are connected to a wireless headset. Click on that icon to use your computer's speakers.

13. At this point, if you don't see your picture on the phone, you should touch the middle of the screen. If you see a red video camera icon with a slash through it at the top or bottom of the screen, you need to click on the video camera icon and allow access so that you can be visible to your healthcare provider.

14. If you see yourself, congratulations! You can either wait for your healthcare provider to join you if now is your appointment time, or touch the screen and click "Leave" to come back later. You can come back later by clicking on the link in your invitation again and then clicking "Enter Waiting Room".